



Rohit Kumar <oooooooo.t.k..@gmail.com>

Your Amazon.in

1 message

Amazon.in <cs-reply@amazon.in>

Thu, Aug 13, 2015 at 9:58 AM

Reply-To: "cs-reply+A16AVS49TFXX8A@amazon.in" <cs-reply+A16AVS49TFXX8A@amazon.in>

To: Rohit Kumar <oooooooo.t.koo@gmail.com>

[Your Account](#) | [Amazon.in](#)



Message From Customer Service

Hello Rohit ,

Thank you for sending us the scanned copy of all the documents regarding your unknown charge.

We take these issues very seriously, and I'm happy to help you with this.

First, I'd recommend checking with the other authorized users of your card and by visiting Your Account (www.amazon.in/your-account) to review your order history. If you have a child, spouse, friend, relative, or co-worker who has access to your card number, perhaps they placed an order. If you recently sent a gift, or you placed an order for a back-ordered item that recently shipped, that order would appear in Your Account.

If you've already checked with others who have access to your card, and you don't see an order that matches the charge in Your Account, I'll need to get some information from you to begin our investigation. Please call us and provide the details mentioned below or send us a fax on +91-40-39922300: *

- * name of the bank
- * type of card [VISA/Master/Maestro/American Express]
- * last 4 digits of CC/DC number
- * date of charge
- * amount of charge
- * your name, e-mail address, and phone or fax number

You can call us on our toll free number 1800-3000-9009 and we'll start the investigation once we have this additional information, and our charge inquiry team will contact you within 1-2 business days to let you know what the next steps are.

Note: Legal and privacy concerns limit the information we can release and to whom it can be released. Depending on the outcome of our investigation, you may still need to contact your bank to resolve this.

We look forward to assisting you.

Warmest regards,
Venkatesh E

Did I solve your problem??